Updating Address/Telephone Information via Banner Self Service

- Log into OneStop and select **Banner Self Service** in the Banner section of your Tools page.

- Click on **Personal Information** to open the Personal menu.

**Employees have 2 address types in Banner:**

- **PM - Permanent Home Address.** Every employee must have this address type or we will not be able to create a W-2. This address and phone information will never be published or displayed anywhere. It is strictly for Payroll and Benefits information and should be as current and accurate as possible. This is ECU’s ONLY record of your address.

- **CL - ECU Office Location Address.** This is your office address and phone number. This is the address that will be displayed in Outlook under Properties. Changes made here will take 24-48 hours to appear in Outlook.
- New employees will not have a CL address until they add it via Banner Self Service. Instructions for adding a new address are at the end of this document.
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To make a change to an existing address/phone:

- Click on Update Addresses and Phones
- You will see a list of your current addresses in Banner.
- Just click on the word CURRENT next to the address you want to update.

- The current address will display. Simply change the information on the Address Lines, and City, State, Zip and County, if necessary (see image below). You may also change the phone information associated with this address. The phone is actually part of the address section. It is not necessary to update the Phone Type section at the bottom unless you are adding additional phone numbers like CELL.
- **DO NOT CHANGE** the Valid From This Date field. Doing so will insert an additional address record for this address type.
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- **Nation** is only used for International addresses. Please do not add a Nation code to your home address.
- It is not necessary to check the **Unlisted** box but doing so will not hurt anything. We do not use the Banner Web Directory at ECU. PM addresses for employees are never published or shared. The CL address will be displayed in Outlook.
- Do not check the **Delete** box unless you have multiple addresses of the same type and you are attempting to clean things up. You must have one PM and one CL address. Just make sure the information on each address is correct.
- Click on the **Submit** button at the bottom of the page.
To Add a New Address:

- Click on Update Addresses and Phones
- In most cases, you will be adding the CL address. Click on the dropdown box next to Type of Address to Insert and select Employee – ECU Office Location.
- Click the Submit button.
- A blank address form will appear.
Enter today’s date MM/DD/YYYY in the **Valid From This Date** field.
Enter your office address on **Address Lines 1 and 2**.
Enter City, State, Zip and County.
Enter your office phone or your assistant’s office phone. All 7 digits should go in the Phone field with no dashes.
This phone will be displayed in Outlook.
Click on the **Submit** button.
Now, when you view your address in Banner Self Service, you should see two:
**Update Addresses and Phones - Select Address**

- Update an existing address by selecting the link next to the corresponding address. Insert a new address by choosing the address type from the list and selecting Submit.

- Entering overlapping dates may change the effective dates on existing address records.

Change of address information and USPS forms are available through this link.

### Addresses and Phones

**Employee - ECU Office Location**

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Phones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current: May 01, 2008 to (No end date)</td>
<td>Primary: 252-5550000</td>
</tr>
<tr>
<td></td>
<td>Human Resources 210 E First St</td>
</tr>
<tr>
<td></td>
<td>Room 555</td>
</tr>
<tr>
<td></td>
<td>Greenville, North Carolina 27858 Pitt</td>
</tr>
</tbody>
</table>

**Home Address - Permanent**

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Phones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current: Apr 29, 2006 to (No end date)</td>
<td>Primary: 252-5528542</td>
</tr>
<tr>
<td></td>
<td>2506 Disney Way</td>
</tr>
<tr>
<td></td>
<td>Greenville, North Carolina 27858 Pitt</td>
</tr>
</tbody>
</table>

**Type of Address to Insert:**

Select

[Submit]